

## **CUSTOMER-OWNED IVR SYSTEMS**

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### **PURPOSE**

To define a customer agency's option to own an Interactive Voice Response (IVR) system including the responsibilities of both ITS and the customer agency.

### **SCOPE**

This policy applies to all State employees.

### **BACKGROUND**

IVR equipment provides telephone callers access to services and information resident on State computer systems. IVR applications are often both complex and highly critical to customer agencies. While some agencies are best served by having ITS provide and manage their IVR equipment and applications, other agencies have both the expertise and desire to handle those functions themselves.

### **POLICY**

1. Customer agencies may choose to have ITS provide IVR equipment and services under standard ITS rates and methods.
2. If an agency wishes, it may purchase IVR equipment directly, either on-contract equipment or via their own bid or Request for Proposal (RFP), if appropriate. The agency will own the IVR hardware and software and will be solely responsible for its operation, repair, maintenance, and interface to ITS-supported environments, such as mainframe applications, including all costs associated with purchase, installation, programming, and maintenance.
3. When an agency's needs can be met by IVR equipment already on State contract, then the agency must use that contracted equipment.



4. If a bid or RFP is generated by an agency, then ITS will review the document prior to its distribution to ensure that the bid or RFP specifications require compatibility with existing network components. ITS strongly encourages agencies to allow both ITS and Purchasing to participate in the evaluation and award process.
5. The acquisition of IVR equipment resulting from agency-initiated bids or RFPs will be limited exclusively to the issuing agency. ITS and Purchasing must award contracts affecting multiple agencies.
6. Agency-owned systems will require a separate trunk group from the local exchange carrier to prevent interference with other users of the telephone system. ITS will charge the agency for the trunks at cost plus the universal rate charge for each port connecting the IVR system to the telephone system. Additionally, the agency is responsible for all one-time installation costs associated with the trunks and their connection to ITS' telephone system. ITS is responsible for connectivity between the IVR system, the telephone system, and the local exchange carrier. The agency is responsible for the operation and programming of the IVR system.
7. Agencies may request to purchase an existing system originally installed by ITS, or may request that ITS assume responsibility for an agency installed IVR system. Such arrangements will be negotiated on a case-by-case basis.

